BUSINESS PROCESS ANALYST (Ref: NELS/BPA/19)

Minimum Qualifications:

- Bachelor’s degree in Information Systems or equivalent qualifications
- At least 5 years’ work experience in business process analysis
- Strong interpersonal skills and capability for team leadership
- Certification in business process management would be an advantage

Duties and Responsibilities:

- Responsible for requirements gathering, processes modeling and systems specifications on projects involving multiple stakeholder organizations.
- Initiate and guide interactions with stakeholders and team members throughout the project lifecycle to define workflows, business rules, process inputs and outputs
- Assess process performance and identify opportunities for improvement
- Actively participate in, or lead, workshops, focus groups, requirements gathering, user acceptance testing and training sessions
- Use change management, quality management and project management tools and techniques
SYSTEM ADMINISTRATOR (Ref: NELS/SA/19)

Minimum Qualifications

- Bachelor’s degree in Information Technology or equivalent qualifications
- Capabilities to handle IT support requests and manage incidents in a helpdesk environment
- At least 2 years of work experience as system administrator in a data centre environment
- Certification in ITIL with experience in a large organisation would be advantageous

Duties and Responsibilities

- Responsible for 1st level IT helpdesk support, handling of incidents and escalation
- Ensures proper maintenance of records and adherence to standard operation procedures
- Assist the IT Manager for system maintenance, troubleshooting, testing and resolution
- Coordinates intervention of designated externals service providers onsite and remotely
- Monitoring of overall system health, responding to alerts and investigating problems
- Occasionally assist with system maintenance after office hours or during week ends
E-Licensing - Senior Systems Engineer

Minimum Qualifications

- Bachelor’s degree in Information Technology or Computer Engineering or equivalent qualifications
- Proficient in DevOps, centralised code management and applications release deployment
- At least 5 years’ relevant work experience in enterprise IT systems
- Experience in system administration of IBM Digital Process Automation would be advantageous

Duties and Responsibilities:

- Responsible for DevOps procedures, planning and automation of release deployment
- Ensures proper coordination and transition between development and operations teams
- Responsible for monitoring application performance and overall system health
- Responsible for 2nd level technical support, problem investigation and escalation to designated global support
- Assist the IT Manager for system maintenance, troubleshooting, testing and resolution
- Develops ITIL-based processes and oversee adherence to standard operation procedures
E-Licensing – Software Engineer

Minimum Qualifications

- Bachelor’s degree in Software Engineering or equivalent qualifications
- Proficient in JAVA and JS languages and web services interfaces
- At least 5 years relevant work experience in software development
- Conversant with centralized code management and DevOps tools

Duties and Responsibilities:

- Development of front-end and back-end applications using JS, AJAX, J2EE, Maven, Git and IBM WebSphere Application Servers, DB2 and other technologies
- Development of web service components using XML, SOAP, REST API, JSON etc.
- Development and integration of BPM processes in IBM Digital Process Automation platform
- Participate actively in application design, testing, debugging and problem resolution
- Collaborate with analysts, operations team and services providers as needed
- Adopt Agile practices, ensuring agreed deadlines and quality standards.